



Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Washington, D.C. 20554

**CGB**

MAY 10 2005

Control No. 0500909-DRO

The Honorable Elizabeth Dole  
United States Senator  
310 New Bern Avenue, Suite 122  
Raleigh, NC 27601

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Federal Communications Commission  
Office of the Secretary

Dear Senator Dole:

Thank you for your letter of April 18, 2005, to the Federal Communications Commission (Commission or FCC), on behalf of your constituent, Ms. Tarrah Musgrove, expressing her concerns regarding Video Relay Service (VRS), a form of telecommunications relay service (TRS). Your correspondence was forwarded to the Commission's Consumer & Governmental Affairs Bureau for handling.

The Commission understands and shares Ms. Musgrove's concern. Ms. Musgrove's letter states that she is experiencing long wait times to reach a VRS agent. The Commission waived the application of its traditional speed of answer rule for VRS to allow providers to gain experience in their ability to handle VRS call traffic. However, this requirement, mandating how quickly a VRS provider must answer an incoming VRS call, is raised in a Further Notice of Proposed Rulemaking (FNPRM) the Commission released on June 30, 2004 (FCC 04-137). The Commission sought further comment on the speed of answer issue in a Public Notice released on February 8, 2005 (DA 05-339). The speed of answer issue for VRS will be addressed in a future order.

We encourage Ms. Musgrove to actively participate in proceedings before the Commission to ensure that her opinions are expressed and considered fully. The Commission has available an e-mail service designed to apprise consumers about developments at the Commission, to disseminate consumer information materials prepared by the Commission to a wide audience, and to invite comments from other parties on Commission regulatory proposals. This free service enables consumers to subscribe to and receive FCC fact sheets, consumer brochures and alerts, and public notices, among other consumer information. To subscribe, Ms. Musgrove should send an e-mail to [subscribe@info.fcc.gov](mailto:subscribe@info.fcc.gov) and, in either the subject line or the message insert: "subscribe fcc-consumer-info first name last name" (e.g., "subscribe fcc-consumer-info John Doe").

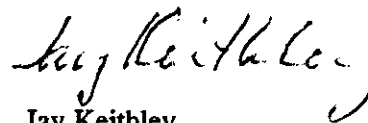
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The Commission also invites Ms. Musgrove to visit the Consumer & Governmental Affairs Bureau's Internet web site at <http://www.fcc.gov/cgb> or the Commission's Home Page located at <http://www.fcc.gov>.

A copy of Ms. Musgrove's correspondence has been placed in the public record for this proceeding. The Commission appreciates your inquiry. Please do not hesitate to contact us if you have further questions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Jay Keithley".

Jay Keithley  
Deputy Bureau Chief  
Consumer & Governmental Affairs Bureau

**ELIZABETH DOLE**  
NORTH CAROLINA

**RALEIGH OFFICE:**  
310 NEW BERN AVENUE  
SUITE 122  
RALEIGH, NC 27601  
(919) 866-4830  
FAX: (919) 866-4053

## United States Senate

April 18, 2005

COMMITTEES:  
ARMED SERVICES  
BANKING, HOUSING, AND  
URBAN AFFAIRS  
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Ms. Diane Atkinson  
Congressional Liaison Specialist  
Federal Communications Commission  
445 12th Street, S.W., Room 8-C453  
Washington, D.C. 20554

Dear Ms. Atkinson:

A constituent has contacted my office requesting assistance from your agency. Please review the attached information regarding Tarrah Musgrove, 211 Pinegate, Apt. 5, Chapel Hill, NC 27514.

Please give Tarrah Musgrove's concerns your full attention, and kindly report your findings to Esther Clark in my Raleigh office, 310 New Bern Avenue, Suite 122, Raleigh, North Carolina 27601.

With my warmest best wishes,

*Elizabeth Dole*

ED/emc

**WESTERN OFFICE:**  
101 NORTH MAIN STREET  
SUITE 200  
ANDERSONVILLE, NC 28782  
(828) 698-3747  
FAX: (828) 698-1267

**SALISBURY OFFICE:**  
225 NORTH MAIN STREET  
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SALISBURY, NC 28144  
(704) 633-6011  
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**WASHINGTON OFFICE:**  
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WASHINGTON, DC 20510  
(202) 224-6342  
FAX: (202) 224-1100

**EASTERN OFFICE:**  
306 SOUTH EVANS STREET  
GREENVILLE, NC 27858  
(252) 329-1083  
FAX: (252) 329-1097

Tarah Musgrove  
211 pinegatecove apt#5  
Chapel Hill, NC 27514

April 12, 2005

Senator Elizabeth Dole  
310 New Bern Avenue  
Suite 122  
Raleigh, NC 27601

Dear Senator Elizabeth Dole

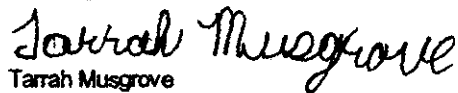
Hi, I would like to ask you for help with the problems I have with Videophone Relay Service. I have written a letter to the Federal Communications Commission.

There is a way that people use videophone to talk with other people and sometimes they use relay service with videophones.

When I try to use Videophone Relay Service, I have to wait a long time before I can talk to a VRS agent. I like to tell you why Video Relay Service is always slow; there may be not many VRS agents to interpret for deaf users. And I have to wait for interpreters to show up on my screen. I like to use VP with other friends who have VP so we don't have to talk on computer or TTY. I don't like some interpreters because they sometimes sign slowly and I have to wait long time about 40 minutes for other interpreter. I would like for VRS to improve better and faster.

Thank you for helping me and hope you understand the problems.

Sincerely,

  
Tarah Musgrove

Tarah Musgrove  
211 pinegateplace apt#6  
Chapel hill, NC 27514

April 8, 2005

Federal Communications Commission  
Consumer & Governmental Affairs Bureau, Consumer Complaints,  
Washington, DC 20554

Dear FCC,

Hi I like to tell you why Vide Relay Service is always slow and I have to wait for interpreters to show up on my screen. I like to use VP with other friends who have VP so we don't have to talk on computer or TTY. I don't like some interpreters because they sometimes sign slowly and I have to wait long time about 40 minutes for other interpreter. I would like for VRS to improve better and faster.

Thank you for helping me and hope you understand the problem.

Sincerely,

  
Tarah Musgrove

CC: Senator Richard Burr  
Senator Elizabeth Dole  
House of Representative David Price